



23 MAR 2017

Mr Keith Head

fyi-request-5477-caf44fe2@requests.fyi.org.nz

Ref: OIA 1617-1027

Dear Mr Head

Thank you for your email of 1 March 2017 requesting, under the Official Information Act 1982, the following information:

1. How much did the NZ Government pay to VFS Global over the last financial year for the processing of visa applications?
2. How many total visa applications did VFS Global process on behalf of Immigration NZ in the last financial year?
3. Does VFS Global keep the visa application fees, or pay the fees back to Immigration NZ, or take a percentage? If they take a percentage, what percentage is it?

Our response

I consider that all information within the scope of your request is set out as part of these responses.

1. The NZ Government has made no payments to VFS Global for the processing of visa applications in the last financial year.

VFS Global is a service provider which receives visa applications, and completes a number of administrative tasks, on behalf of Immigration New Zealand via a network of offshore Visa Application Centres (VACs).

VFS Global operates a user pays model. Persons submitting a visa application pay a VAC service fee directly to VFS Global.

2. VFS Global do not process visa applications on behalf of Immigration New Zealand, they complete only administrative services associated with the submission of visa applications.

VFS Global has no involvement in the processing of visa applications, nor are they involved in determining the outcome of an application.

In the last financial year (2015/16), VFS Global received 193,762 New Zealand visa applications on behalf of Immigration New Zealand.



3. VFS Global pays the entire visa application fee to Immigration New Zealand.

I trust you find the information helpful. You have the right to seek and investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact Andrew Webber, Senior Commercial Analyst at andrew.webber@mbie.govt.nz.

Yours sincerely



Ming-chun Wu
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Immigration New Zealand
Ministry of Business, Innovation and Employment